Improving Fault Repairing Service in Hyderabad

4132. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Fault Repair Service of Hyderabad is below expected standards;

(b) the steps the Hyderabad Telecom taking to improve fault repair service;

(c) whether it is a fact that complaints are computerised;

(d) the manner in which the response system to complaints operate; and

(e) the average time it takes for a complaint to be attended in Hyderabad?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) No, Sir. The fault repair service at Hyderabad is working satisfactorily in each exchange. Adequate numbers of circuits have been provided to handle the complaints smoothly.

(b) and (c) For improving the Fault Repair Services further, computerisation of these services has been started. So far in 13 exchanges out of 59 exchanges the fault repair service has already been computerised.

(d) The complaints are booked on '198' service, these are tested immediately after booking and then the complaints are made over to out door staff for rectification of the fault.

(e) On an average, 69% of the faults are attended within one day, 18% within two days and remaining 13% within seven days.

Speed Post in Rajasthan and Madhya Pradesh

4133. SHRI SHIV CHARAN SINGH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there are any Express Mail Service (Speed Post) centres in the Rajasthan and Madhya Pradesh;

(b) if so, the details thereof;

(c) whether there is any proposal to set-up more centres;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) and (b) Yes, Sir, there are 3 National Speed Post Centres in Rajasthan and 4 Centres in Madhya Pradesh. Details of Point to Point Speed Post Centres in Rajasthan and Madhya Pradesh are at Statement (*See* below)

(c) No Sir, at present there is no proposal to set up more centres;

(d) In view of (c) above, does not arise.

(e) Setting up of more Speed Post Centres is an ongoing process and the service is provided keeping in view the commercial viability and operational feasibility of the service at a particular centre.

Statement

Details of Speed Post Centres in Madhya Pradesh and Rajasthan

1. Rajasthan	(i) *National Network* Jaipur, Jodhpur and Udaipur (ii) *Point to Point Service* Ajmer, Alwar, Beawar, Bharatpur, Bikaner, Jaisalmer, Kota, Mount Abu, Pali, Pilani and Srinagar.

2. *Madhya Pradesh*

(i) *National Network*
Bhopal, Raipur, Indore and Gwalior.

(ii) *Point to Point service*
Ujjain, Sagar, Durg, Bhilai, Bilaspur, Rajgarh, Jagdalpur, Khajuraho, Jabalpur, Dewas and Mhow.

Telphone Adalats

4134. SHRI RAMDAS AGARWAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of meetings of Telephone Adalats held during the last two years in different parts of the country particularly in Delhi; and

(b) the number of representations received till 31st March, 1997 by MTNL indicating the number thereof pertaining to service complaints, billing matters, delays in shifting and registration of telephones, refunds, commercial matters and miscellaneous issues which were disposed of till date and still pending with MTNL?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) and (b) The information is being collected and will be laid on the Table of the House.

टेलीफोन अदालतों द्वारा मामलों का निपटान

4135. **श्री इकबाल सिंह:** क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) गत तीन वर्षों के दौरान महानगर टेलीफोन निगम लिमिटेड की लोक अदालत द्वारा देश के महानगरों में शिकायतों से संबंधित मामलों का निपटारा करने संबंधी ब्यौरा क्या है; और

(ख) सरकार द्वारा टेलीफोन की सर्विस, बिलिंग और स्थानांतरण तथा खराब टेलीफोन को ठीक करने के संबंध में क्या कदम उठाए गए हैं?

संचार मंत्री (श्री बेनी प्रसाद वर्मा): (क) और (ख) लोक अदालतें, महानगर टेलीफोन निगम लिमिटेड द्वारा आयोजित नहीं की जातीं। महानगर टेलीफोन निगम लिमिटेड केवल टेलीफोन अदालतें आयोजित करता है। ब्यौरा एकत्र किया जा रहा है और सदन-पटल पर रख दिया जाएगा।

Poor STD Services in West Godavari District, Andhra Pradesh

4136. SHRI YERRA NARAYANASWAMY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that maintenance of STD phone lines under Nidadavolu Sub-Division of West Godavari telecom in Andhra Pradesh is of poor standard;

(b) if so, the reasons therefor;

(c) whether perennial problems in Polavaram telecom areas have not been rectified;

(d) if so, the reasons thereof;

(e) the steps proposed to improve the telecom facilities particularly STD functioning in Polavaram area;

(f) whether any monitoring have been done in this area; and

(g) if not, the reasons therefor?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) and (b) No Sir, continuous efforts are made to maintain the STD services and to improve the same. Overhead lines are planned to be replaced by stable media during Ninth Five Year Plan.

(c) and (d) No Sir, 12 channel UHF system via Polavaram & Vegeswarapuram has been commissioned in September 1996 and the STD service is satisfactory.

(d) It is planned to provide 30 channel D-UHF system in 1997-98.

(f) and (g) Regular monitoring is being done and remedial steps are taken as and when necessary.